

June 2016

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

As the owner of a <Year> model year <VINDivisionName> <Vehicle_Name> compressed natural gas (CNG) equipped vehicle, your satisfaction with our product is very important to us.

General Motors has become aware of a small number of leaks in the fuel filler neck line and/or the cargo tank high pressure flex lines during fuel fill-up on some of these vehicles. Over time, a leak may be caused by exposure to environmental elements and their corrosive effect on these lines. Additionally, if the lines are damaged due to hard contact with sheet metal and/or external impingement, a leak may occur. In such cases, the lines may show evidence of a cut, nick, rub-through or deformation, if the line has been dimensionally compromised. If this condition affects your vehicle, at fuel fill-up, you may notice a CNG odor or hear a hissing sound or, if the line experiences an abrupt failure, hear a loud bang due to the rapid release of the gas.

To check for this condition, please have a certified CNG technician inspect the fuel filler neck line and the cargo tank high pressure flex lines in accordance with GM Service Information procedures for CNG leakage, corrosion and damage. This inspection should be performed annually as part of routine maintenance. If the inspection is performed at a GM dealership and, your vehicle is still covered under its 5 year/50,000 mile (80,000 km) Emissions Control Systems Warranty, replacement of these lines, if required, will be performed for you at **no charge**.

Additionally, we are updating the maintenance schedule in the CNG supplement to your owner's manual to include an annual inspection of all CNG flex lines. The enclosed insert is an amendment to your supplement. Please keep this insert with your important vehicle documents for reference.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at <DivCACPhone>.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your <VINDivisionName> <Vehicle_Name> provides you with many miles of enjoyable driving.

<Inch_closing>

Enclosure
15823

Amendment to the 2011 - 2017 Chevrolet Express/GMC Savana CNG Compressed Natural Gas Supplement

This information replaces the Maintenance Schedule subsection in the Service and Maintenance section of the Compressed Natural Gas Supplement to your Owner Manual.

Maintenance Schedule

This CNG vehicle requires special maintenance that is in addition to the routine maintenance provided in the owner manual, such as fluids, filters, etc. The CNG system components require periodic visual inspections and maintenance by a CSA International-certified inspector or authorized GM dealer—see your dealer or <http://www.csagroup.org/>.

CNG fuel filler neck lines and cargo tank high-pressure flex lines require inspection at least every 12 months or 12 000 km/7,500 mi, whichever comes first. CNG fuel tank(s), tank shields and valves require inspection at least every 36 months or 58 000 km/36,000 mi, whichever

comes first. These and other required inspections are designated in the Maintenance Schedule chart in this section.

Have required services performed by your GM dealer or other qualified repair facility. Your dealer has the necessary training and parts to repair the vehicle.

Warning

The tank shields are designed to protect the CNG tank in a crash and from road hazards. Removal of the shields may result in tank damage that could result in a rupture or possible explosion of the tank. You or others could be injured or even killed. If you must remove a tank shield for any reason, e.g., tank inspection or vehicle repair, always reinstall the shield before operating the vehicle.

Warning

The CNG fuel system and tank(s) must be inspected by a certified inspector if the vehicle is involved in a motor vehicle accident or fire or if the system is leaking, corroded or otherwise damaged in any way. Have the tank inspected if it emits an odor or hissing sound.

The CNG fuel tank(s) must be replaced 15 years after manufacture. The expiration date of the fuel tank(s) and instructions for inspections are on a label on the fuel tank(s) and on the fuel door. Have an authorized GM dealer replace the fuel tank(s). Do not reuse old fuel tank(s).

 **Warning**

Keeping a CNG fuel tank in service after the tank service expiration date is dangerous. The tank may no longer withstand the CNG fuel system operating pressure. You could be severely injured or killed. Take the vehicle to an authorized GM dealer to have the tank replaced.

**Footnotes — Maintenance
Schedule Additional Required
Services**

(1) Continue with the specified maintenance intervals for the life of the vehicle.

(2) Or every 12 months, whichever comes first.

(3) Or every 24 months, whichever comes first.

(4) Or every 96 months, whichever comes first.

(5) Every 36 months or 58 000 km/36,000 mi, whichever comes first.

See instructions on fuel container for inspection and service life.

GM CUSTOMER CARE AND AFTERSALES
DCS4090
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 29, 2016

Subject: 15823 - CNG Flex Line Burst or Leaks Due to Corrosion
Customer Advisory Letter

Models: 2011-2015 Chevrolet Express
2011-2015 GMC Savana
Dedicated CNG Vans (RPO LC8&FHZ)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New or Used Vehicle Sales
Manager, and Warranty Administrator

This communication is to inform you that a customer mailing will take place today. The letter informs the customers to inspect for leaks or damage to the fuel filler neck line and/or the cargo tank high pressure flex lines.

To address this potential condition, customers are instructed to have a certified CNG technician inspect the fuel filler neck line and the cargo tank high pressure flex line in accordance with GM Service Information procedures.

In addition, to be sure the customer's vehicle does not have this condition, customers are also instructed to continue inspections annually as part of routine maintenance.

GM has updated the maintenance schedule in the CNG vehicles owner's manual supplement to include an annual inspection of all CNG flex lines.

Please refer to the Service Information document 4498791, "CNG Fuel Feed Hose Inspection" for inspection instructions. For parts information, please refer to Technical Bulletin #16-NA-153.

A copy of the letter and the CNG supplement amendment is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES